की आवश्यकता है। अगर है तो क्या आप दूसरा प्रतिनिधिमंडल भेजेंगे वहां?

MR. CHAIRMAN: Question Hour is over.

WRITTEN ANSWERS TO STARRED QUESTIONS

Structural changes for harnessing potential in speed post services

*84. SHRI SATISH PRADHAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are considering structural changes in the postal department to harness huge potential in speed post services in coordination with State authorities/other agencies for extensive coverage of the country;

(b) if so, the details thereof;

(c) the growth potential of revenue through expansion and improvement in services of speed post over the next 5 years; and

(d) the details of plan proposed to harness the same?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VERMA): (a) and (b) A separate Directorate in the Department of Post has been set up with effect from 1st Feb., 1996 to develop and market Speed Post and other premium products. This Directorate is headed by a Chief General Manager. In the field units of the Department also special attention is being given for developing and marketing of Speed Post and other premium products by exclusive ear-marking of an officer for this work in some circles. In some other circles existing officers look after the work in addition to his normal duties.

(c) The growth potential of revenue through expansion and improvement in services of Speed Post over the next five years is anticipated to be around 30% to 35% keeping in view the prevailing market trends.

(d) to improve efficiency and quality of Speed Post service the Department has initiated actions on the following (details are in the enclosed statement *see* below).

1. Improving responsiveness to customer needs in the matter of picking up and delivery of Speed Post articles.

2. Rationalisation of procedures in the Speed Post Centres to make them more customer-oriented and ensure expeditious handling of Speed Post articles.

3. Introduction of Track & Trace System to cover national Speed Post Centres in a phased manner.

4. Computerisation of transit mail offices for Speed Post articles in big cities.

Statement

1. **Pick up and Delivery of Speed Post:**

Free pick up of Speed Post ails is arranged for regular customers, those who are under Book Now Pay Later (BNPL) scheme of the Department.

Delivery is being rationalised by centralising the work of Speed Post delivery through nodal offices. Circles have already identified nodal delivery offices in the Metreo cities. This rationalisation will reduce logistic problems and will ensure computerised Tracking and Trading of all inward speed Post mails in these cities.

5. Training and upgrading the skill of staff deployed in Speed Post Centres.

6. Better marketing of Speed Post Service by organising Customer Meets and focussed publicity.

2. **Rationalisation of Procedure in the Speed Post Concentration Centres (SPCC):**

1. Circles have identified the cut off time for pre lunch and post lunch posting.

2. Circles have identified the concerned transport for pre lunch and post lunch despatches in such a way that pre lunch postings are connected with the transports departing late night/early morning.

3. Evening receipts are connected with 1st Delivery on the next day and morning receipts are connected with 2nd Delivery of the day.

4. Circles have identified the cut off time for morning receipts to ensure connection in the 2nd Delivery.

5. Routeing pattern of Speed Post bags have been rationalised and concerned Metro hub has been identified.

3. **Track and Trace System;**

Track and Trace system has been introduced in the following 8 metres:

1. Ahmedabad
2. Bangalore
3. Calcutta
4. Delhi
5. Hyderabad
6. Madras
7. Mumbai
8. Pune.

2. Introduction of Track and Trace system shall enable us to achieve the following:

(a) Computerisation of the documentation relating despatch of articles from Booking offices.

(b) Electronic data transfer from Booking offices to SPCC.

(c) computerisation of documentations relating to despatch of articles from SPCC to other SPCC and SPCC to Delivery offices.

(d) Electronic data transfer between SPCC and between SPCC and Delivery offices.

(e) Computerisation of documentation relating preparation of delivery list. List of articles returned, articles delivered.

(f) Electronic data transfer, intimation of Delivery from Delivery offices to SPCC.

(g) Updating of intimation of Delivery at SPCC.

(h) Electronic data transfer of Intimation of Delivery to Originating SPCC.

(3) Track and Trace system has been introduced in 60 nodal Booking Centres and 8 SPCCs so far.

4. **Computerisation of TMO.**

Metro Circles have been asked to earmark a portion in the existing transit mail offices for exclusive handling of Speed Post. These TMOs for Speed Post handling will be computerised in the forthcoming Ninth 5 year Plan period.

5. **Training and upgrading of skill of staff:**

(a) Training on computerised handling of Speed Post articles was implemented when Track & Trace project was implemented in 8 cities of the country, *viz.* Delhi, Bombay, Calcutta, Madras, Bangalore, Hyderabad, Ahmedabad and Pune.

(b) Training was imparted to 3 employees in each of the sixty Post Offices brought under Track & Trac System. Also, about 20 employees in each of the Speed Post Concentration Centres in 8 Metropolitan cities were imparted training.

(c) Training had two components: Conceptual and Practical training for computer use.

6. **Better Marketing:**

1. Circles have identified the bulk mailers of the traditional products and developed a suitable plan to target them to switch over to the corresponding premium products.

2. A monitoring system has been introduced at the Postal Headquaters and Circle Headquarters to watch the progress made by the Circles every month.

3. Promotional strategy product wise has been drawn.

4. Suitable incentive scheme for better marketing of Speed Post Service is being designed.

Telephone Adalats in Delhi

*85. SHRI BHAGABAN MAJHI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Telephone Adalats are being organised in Delhi;

(b) if so, the number of Adalats organised and cases settled in Delhi during 1993-94, 1994-95 and 1995-96;

(c) whether there is a need to organise similar Adalats in other States; and

(d) if so, the steps taken by Government in this regard?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VERMA): (a) Yes, Sir.

(b) Year	No. of Adalats	No. of cases settled
1993-94	4	3775
1994-95	4	4144
1995-96	3	3296
	11	11215

(c) and (d) Telephone Adalats are being held in Telecom Circles/Districts of all the States/Union Territories.

Simplfying Passport Procedures

*86. SHRI RAHASBIHARI BARIK: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether there has been growing demand to simplify procedures in order to expedite the issue of passports; and

(b) if so, the changes proposed to be incorporated in the existing rules?

THE MINISTER OF EXTERNAL AFFAIRS (SHRI I. K. GUJRAL): (a) and (b) The Government has introduced a number of measures to simplify procedures and expedite issue of passports in order to meet the growing demand for passports. These are inter alia:—

(i) Validity of a passport is either 20 years or 10 years, as requested, as against the present validity of 5 years.

(ii) Automatic re-issue of passport without police verification after expiry.

(iii) Decision to open new passport offices in Ghaziabad, Pune, Thane and Vishakapatnam and collection centres at Madurai, Gurgaon, Surat, Vijaywada and Shillong, for which plans are well advanced.

(iv) Expansion of the list of officers authorised to issue Verification Certificates to applicants include General Managers and above in Public Sector Undertakings of the Government of India and officers of the rank of Colonel and above in the Army and their equivalents in the Navy and Air Force.

(v) Monitoring Cell set up in Chief Passport Office Headquarters for speedy redressal of complaints.